

IN THE CLAIMS

Please amend the claims as follows:

Claim 1 (Currently Amended): An online support method that gives online support to eliminate a problem arising in a device, said online support method comprising the steps of:

(a) providing a user of the device with a specific form that enables the user to input and transmit information with regard to the problem; [[and]]

(b) providing the user of the device with support information, which is prepared in advance for elimination of the problem, prior to said step (a)[[.]]; and

(c) obtaining browsing record information, which represents a user's browsing record of the support information, in addition to information input into the specific form.

Claim 2 (Currently Amended): [[An]] The online support method ~~in accordance with~~ of claim 1, wherein said step (b) provides the support information in response to each selecting instruction given by the user.

Claim 3 (Currently Amended): [[An]] The online support method ~~in accordance with~~ of claim 1, wherein the specific form also asks the user to input information regarding the ~~individual~~ user.

Claim 4 (Currently Amended): [[An]] The online support method ~~in accordance with~~ of claim 1, wherein the specific form also asks the user to input information regarding [[a]] an operation carried out by the user to eliminate the problem.

Claim 5 (Currently Amended): ~~[[An]] The online support method in accordance with~~  
of claim 1, wherein the specific form asks the user to input information regarding a user's  
browsing record of the support information provided in advance.

Claim 6 (Currently Amended): ~~[[An]] The online support method in accordance with~~  
of claim 1, wherein the specific form comprises a first part that asks the user to input specific  
information, which is generally required for analysis of the problem, and a second part that  
enables the user to input arbitrary information with regard to the problem.

Claim 7 (Canceled).

Claim 8 (Currently Amended): ~~[[An]] The online support method in accordance with~~  
of claim ~~[[6]]~~1, wherein the information input into the specific form includes first information  
required to identify the device and second information required to specify a working status of  
the device.

Claim 9 (Currently Amended): ~~[[An]] The online support method in accordance with~~  
of claim 8, wherein the first information required to identify the device includes at least one  
of a model name of the device, an ID number allocated to the individual device, information  
that identifies a driver program for driving the device, and information that identifies an  
operating system on which the driver program runs.

Claim 10 (Currently Amended): ~~[[An]] The online support method in accordance~~  
~~with~~ of claim 8, wherein the second information required to specify the working status of the  
device includes at least one of information that identifies an application program activated on

the device when the problem arises, information that identifies an application program used for driving the device and specifies data transmitted to the device, and information that specifies a communication environment of the device.

Claim 11 (Currently Amended): ~~[[An]] The online support method in accordance with~~ of claim 8, wherein the device comprises a storage unit ~~in which~~ configured to store specific information representing the working status of the device, ~~is stored,~~ and the second information required to specify the working status of the device comprises information that allows ~~[[an]]~~ access to the storage unit.

Claim 12 (Currently Amended): ~~[[An]] The online support method in accordance with~~ of claim ~~[[6]]~~2, wherein the specific form also asks the user to input information regarding the ~~individual~~ user.

Claim 13 (Currently Amended): ~~[[An]] The online support method in accordance with~~ of claim ~~[[6]]~~2, wherein the specific form also asks the user to input information regarding ~~[[a]]~~ an operation carried out by the user to eliminate the problem.

Claim 14 (Currently Amended): ~~[[An]] The online support method in accordance with~~ of with claim ~~[[6]]~~2, wherein the specific form asks the user to input information regarding a user's browsing record of the support information provided in advance.

Claim 15 (Currently Amended): ~~[[An]] The online support method in accordance with~~ of claim 1, wherein said step (a) enables the specific form to be offered to the user

without said step (b), in response to an instruction given by the user.

Claim 16 (Original): An online support method that gives online support to eliminate a problem arising in a device, said online support method comprising the step of:

providing a user of the device with a specific form that enables the user to input and transmit information with regard to the problem, wherein the specific form comprises a first part that asks the user to input specific information, which is generally required for analysis of the problem, and a second part that enables the user to input arbitrary information with regard to the problem.

Claim 17 (Currently Amended): ~~[[An]] The online support method in accordance~~  
~~with~~ of claim 16, wherein the information with regard to the problem includes first information required to identify the device and second information required to specify a working status of the device.

Claim 18 (Currently Amended): ~~[[An]] The online support method in accordance~~  
~~with~~ of claim 17, wherein the first information required to identify the device includes at least one of a model name of the device, an ID number allocated to the individual device, information that identifies a driver program for driving the device, and information that identifies an operating system on which the driver program runs.

Claim 19 (Currently Amended): ~~[[An]] The online support method in accordance~~  
~~with~~ of claim 17, wherein the second information required to specify the working status of the device includes at least one of information that identifies an application program activated on the device when the problem arises, information that identifies an application program

used for driving the device and specifies data transmitted to the device, and information that specifies a communication environment of the device.

Claim 20 (Currently Amended): ~~[[An]] The online support method in accordance with~~ of claim 17, wherein the device comprises a storage unit ~~in which~~ configured to store specific information representing the working status of the device ~~is stored~~, and the second information required to specify the working status of the device comprises information that allows ~~[[an]]~~ access to the storage unit.

Claim 21 (Currently Amended): ~~[[An]] The online support method in accordance~~ with of claim 16, wherein the specific form also asks the user to input information regarding the individual user.

Claim 22 (Currently Amended): ~~[[An]] The online support method in accordance~~ with of claim 16, wherein the specific form also asks the user to input information regarding ~~[[a]]~~ an operation carried out by the user to eliminate the problem.

Claim 23 (Currently Amended): ~~[[An]] The online support method in accordance~~ with of claim 16, wherein the specific form asks the user to input information regarding a user's browsing record of the support information provided in advance.

Claim 24 (Currently Amended): ~~[[An]] The online support method in accordance~~ with of claim 16, wherein the device carries out ~~either~~ one of processing and generation of digital data, and the specific form asks the user to input at least information that is required to

specify a result of either of the processing and the generation carried out by the device.

Claim 25 (Currently Amended): ~~[[An]]~~ The online support method ~~in accordance~~  
~~with~~ of claim 24, wherein the device inputs ~~either~~ one of image data and audio data, and the  
information that is required to specify a result is ~~either~~ one of the image data and the audio  
data input into the device.

Claim 26 (Currently Amended): ~~[[An]]~~ The online support method ~~in accordance~~  
~~with~~ of claim 24, wherein the device outputs ~~either~~ one of an image and audio based on  
digital data, and the information that is required to specify a result represents electronic data  
representing ~~either~~ one of the image and the audio output by the device.

Claim 27 (Currently Amended): ~~[[An]]~~ The online support method ~~in accordance~~  
~~with~~ of claim 1, wherein the information with regard to the problem includes first information  
required to identify the device and second information required to specify a working status of  
the device.

Claim 28 (Currently Amended): ~~[[An]]~~ The online support method ~~in accordance~~  
~~with~~ of claim 27, wherein the first information required to identify the device includes at least  
one of a model name of the device, an ID number allocated to the individual device,  
information that identifies a driver program for driving the device, and information that  
identifies an operating system on which the driver program runs.

Claim 29 (Currently Amended): ~~[[An]]~~ The online support method ~~in accordance~~  
~~with~~ of claim 27, wherein the second information required to specify the working status of

the device includes at least one of information that identifies an application program activated on the device when the problem arises, information that identifies an application program used for driving the device and specifies data transmitted to the device, and information that specifies a communication environment of the device.

Claim 30 (Currently Amended): ~~[[An]] The online support method in accordance with~~ of claim 27, wherein the device comprises a storage unit ~~in which~~ configured to store specific information representing the working status of the device ~~is stored~~, and the second information required to specify the working status of the device comprises information that allows ~~[[an]]~~ access to the storage unit.

Claim 31 (Currently Amended): ~~[[An]] The online support method in accordance with~~ of claim 27, wherein the specific form also asks the user to input information regarding the individual user.

Claim 32 (Currently Amended): An online support system that gives information to a client and thereby carries out online support to eliminate a problem arising in a device of the client, said online support system comprising:

a transmission form providing unit ~~that provides~~ configured to provide the client with a specific form that enables the client to input and transmit information with regard to the problem; and

a link providing unit ~~that provides~~ configured to provide the client with a link to said transmission form display unit in a predetermined page that allows ~~[[an]]~~ access to support information prepared in advance for elimination of the problem~~[[.]]~~; and

an obtaining unit configured to obtain browsing record information, which represents a user's browsing record of the support information, in addition to information input into the specific form.

Claim 33 (Currently Amended): An online support system that gives information to a client and thereby carries out online support to eliminate a problem arising in a device of the client, said online support system comprising:

a transmission form providing unit ~~that provides~~ configured to provide the client with a specific form that enables the client to input and transmit information with regard to the problem, wherein the specific form comprises a first part that asks the client to input specific information, which is generally required for analysis of the problem, and a second part that enables the client to input arbitrary information with regard to the problem.

Claim 34 (Currently Amended): A client that gains online support from a predetermined support server to eliminate a problem arising in a device of the client, said client comprising:

a support information display unit ~~that receives~~ configured to receive support information, ~~which is said support information~~ prepared in advance, from the predetermined support server and ~~displays to display~~ the input support information;

a browsing information registration unit ~~that registers~~ configured to register a browsing record of the support information as browsing information; [[and]]

a transmission unit ~~that transmits~~ configured to transmit data as part of a specific form required for a further support, ~~which said data~~ comprises arbitrary information with regard to the problem and the browsing information, to the predetermined support server[[.]]; and



an obtaining unit configured to obtain browsing record information, which represents a user's browsing record of the support information, in addition to information input into the specific form.

Claim 35 (Currently Amended): A client that gains online support from a predetermined support server to eliminate a problem arising in a device of the client, said client comprising:

a processed result storage unit ~~that stores~~ configured to store processed result information, ~~which said process result information~~ is required to specify a result of either of processing and generation carried out by the device; [[and]]

a transmission unit ~~that transmits~~ configured to transmit data as part of a specific form required for a further support, ~~which said data~~ comprises arbitrary information with regard to the problem and the processed result information, to the predetermined support server[.];  
and

an obtaining unit configured to obtain browsing record information, which represents a user's browsing record of the support information, in addition to information input into the specific form.

Claim 36 (Currently Amended): [[An]] The client ~~in accordance with~~ of claim 35, wherein the device inputs ~~either one~~ one of image data and audio data, and the processed result information is ~~either one~~ one of the image data and the audio data input into the device.

Claim 37 (Currently Amended): [[A]] The client ~~in accordance with~~ of claim 35, wherein the device outputs ~~either one~~ one of an image and audio based on digital data, and the processed result information is electronic data representing either of the image and the audio

output by the device.

Claim 38 (Original): A recording medium in which a program is recorded, wherein said program functions to drive a device and causes a link to an upper-layered online support Web page, which does not depend upon a model of the device nor a problem, out of support Web pages that provide a client with support information to eliminate a problem arising in the device, to be shown in at least one of a setting window that allows a user of the device to specify settings of the device and a display window that displays a working status of the device.